

Abstract:

The invention specifies an information center (CC) in a telecommunication network and a method for operating said information center, where the information center (CC) is connected to an exchange (VST) and comprises both a mainframe (CTI), connected to the exchange (VST), and at least one information desk (AP) having at least one telecommunication terminal. The basic functions for operating the information center (CC) can be performed by a plurality of elements of the information center (CC), so that the failure of individual elements cannot result in the failure of the entire information center (CC). These include, firstly, call distribution, which can be performed both by the mainframe (CTI) and by the exchange (VST) itself, and secondly duplication of the telecommunication terminals, including the necessary data transfer paths.

**METHOD AND APPARATUS FOR INCREASING THE RESISTANCE TO FAILURE
OF INFORMATION CENTERS CONNECTED TO EXCHANGES**

Abstract

An information center in a telecommunication network and a method for operating the information center, where the information center is connected to an exchange and includes a mainframe, connected to the exchange, and at least one information desk having at least one telecommunication terminal. Operation of the information center can be performed by a plurality of elements of the information center, so that the failure of individual elements do not result in the failure of the entire information center. These include, call distribution, which can be performed both by the mainframe and by the exchange itself, and duplication of the telecommunication terminals, including the necessary data transfer paths.